Help Desk SLA

• The IT Help Desk has the following Service Level Agreement standards:

  • Customer Satisfaction is 4.0 or greater on a 5.0 scale.
  • Average speed to answer Help Desk phone calls is less than 60 seconds.
  • A call abandon rate of less than 10%.
  • A call resolution rate of more than 70%.
  • Ninety percent of chats will be answered in less than 5 minutes.
IT Help Desk SLAs
July thru December 2016

Customer Satisfaction

Goal: Customer satisfaction greater than 4.0

Average Speed to Answer

Goal: Less than 60 seconds

Call Abandon Rate

Goal: Less than 10% abandon rate
IT Help Desk SLAs
July thru December 2016

**Call Resolution Rate**

- **Goal:** Call resolution rate of greater than 70%
- **SLA Standard:** 70%
- **SLA Actual:** 73.10%

**Answer Chats**

- **Goal:** Answer 90% of chats in less than 5 minutes
- **SLA Standard:** 90%
- **SLA Actual:** 94.19%
Norse Tech Bar Service Level Agreement

- The Norse Tech Bar has the following Service Level Agreement:

  - Customer Satisfaction is 4.0 or greater on a 5.0 scale.
Norse Tech Bar SLA July thru December 2016

Goal: Customer satisfaction 4.0 or greater
Outage Communication Service Level Agreement

• The IT Communications group has the following Service Level Agreement:
  
  • A two week minimum notification for non-emergency related updates.
Outage Communicate Notification Service
Level Agreement  July thru December 2016

Goal: 100% of non-emergency maintenance communicated a minimum of two weeks
Network Team Service Level Agreement

• The Network team has the following Service Level Agreement:

  • Campus Internet access is available greater than 99% of the time.
  • Building Network services is available greater than 99% of the time.
Campus Internet Access
July thru December 2016

Goal: Access greater than 99% of the time.
Building Network Services
July thru December 2016

Goal: Building Network services available 99%+ or greater.
Business Application System
Service Level Agreement

• The Server team has the following Service Level Agreements:
  • Critical business application system availability 99%+ of the time.
  • Business application system availability 95%+ of the time.
Critical Business Application Systems
July thru December 2016

Goal: Critical Business applications system availability 99% or greater
Business Application Systems July thru December 2016

Goal: Business Application systems available 95% or greater